



# COMMONWEALTH of VIRGINIA

## *Department of Criminal Justice Services*

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Director

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To: DCJS Licensees

From: Garth Wheeler, Director, Department of Criminal Justice Services

Approximately a year ago the Department of Criminal Justice Services (DCJS) launched a new regulatory computer system we referred to as "ROCS". As with any significant new system there are problems and issues which need to be addressed and resolved. We anticipated this, but did not anticipate the scope and significance of those issues. During the past year we wanted to give ourselves time to work through the system "growing pains" and resolve them. Unfortunately, we have not been able to correct the issues to my satisfaction. As our constituents you know this first hand.

Consequently, I have decided that in order to move forward we will need to institute changes in our current application submission procedures. As of November 1, 2012 we will no longer be accepting online applications for licensing, registration and certification for private security, bail bondsmen, bail enforcement agents, and special conservators of the peace. This change will eliminate many of the problems you have experienced and allow DCJS staff to focus on efficiently processing your requests for licensure, registration and certification rather than researching and fixing problems caused by the current system.

We will be processing requests for licensure, registration and certification in paper format only. The licensure, registration and certification forms, documentation, and training will not be changing. The only change is that you will not be able to send forms to DCJS electronically through the ROCS system. You will be able to send us completed applications by mail, fax, and as attachments to email.

The forms and step by step instructions on our website for becoming licensed, registered and/or certified are being updated and re-written to be more clear and easier to understand. We are also updating the various fax, mail, and email addresses for submitting completed applications.

While I realize this change may be inconvenient for some of you, I believe it is a necessary action so we are able to focus on moving forward to a more user friendly and reliable licensure, registration and certification system that will meet your expectations. All other on-line tools will continue to be available. These tools include the ability to verify credentials, check the status of pending applications, obtain a DCJS ID# and utilize the Osprey Training Roster system.

Please refer to the regulatory webpage at <http://www.dcjs.virginia.gov/pss/> for updated forms and application submission information.